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**DEPARTMENT OF MENTAL HEALTH**

<http://dmh.lacounty.gov>

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Reply To: (213) 738-4725  
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February 5th, 2009

**URGENT**

TO: DMH Physicians  
Directly Operated Clinics  
DMH Contracted Clinics  
DMH Contracted Pharmacies

FROM: Wayland Chan, Pharm.D.  
Director of Pharmacy Services

SUBJECT: **DMH SYSTEM DOWNTIME NOTICE AND CONTINGENCY PLAN**

Please be informed that the IS system will be down for 4 days beginning March 4<sup>th</sup> at 6:00 PM until March 8th. Therefore, computer prescription order entry through IS will not be possible at this time.

We apologize for the inconvenience. Please note that we expect the system to be operational on Tuesday, March 9th. However, should additional delays occur, these procedures will remain in effect. If you have any questions, please contact DMH Pharmacy Services at (213) 738-4725. Thank you.

**PLEASE REFER TO THE FOLLOWING INSTRUCTIONS ON PAGE 2 AND 3 OF THIS NOTICE FOR DOWNTIME PROCEDURES FOR CONTINUING OPERATIONS.**

## INSTRUCTIONS FOR CLINICS

1. Clinic prescriptions shall be written on the PATS prescription pads or regular prescription pads with the following minor changes in procedure:
  - a. **The prescriber's first and last name and clinic phone number should be written on each Rx, if not already included. Also, enter the patient's DMH ID number and the PATS Card number on the prescription.** This is especially important for new patients.
  - b. Prescribers may either use the PATS Rx pads, or regular prescription pads of any type.
  - c. **If the PATS Rx pad is used:**
    - i. The prescriber's first name, last name, and clinic phone number must be HANDWRITTEN (press hard) to be visible on the yellow carbon copy. Stamps will not transfer and therefore cannot be used unless it is also stamped onto the yellow copy.
    - ii. The Yellow copy is to be kept on file for purposes of entry into PATS after the system is operational (Please note that the Yellow copy omits the signature field, which is why the prescriber's name must be printed separately on the PATS Rx pad).
    - iii. **These copies should be filed ALPHABETICALLY at the clinic** by patient last name to promote ease of retrieval in case of pharmacy or patient inquiry.
    - iv. The original SIGNED (white copy) MUST be given to the patient to bring to the pharmacy.
  - d. **If a REGULAR Rx pad is used (i.e., managed care pad)**
    - i. The prescriber's first name, last name, and clinic phone number must be handwritten or stamped onto the prescription. Note: The Client's PATS Card number or MIS# must be written on the prescription.
    - ii. The drug code must also be handwritten onto the prescription.
    - iii. A photocopy **must** be made and kept on file for purposes of entry into PATS after the system is operational
    - iv. **These copies should be filed ALPHABETICALLY at the clinic** by patient last name to promote ease of retrieval in case of pharmacy or patient inquiry
    - v. The original SIGNED prescription MUST be given to the patient to bring to the pharmacy.
2. Copies of original prescriptions and yellow copies can be filed together at the clinic. Once again, alphabetical hanging or manila files should be used to organize these records by last name, as we anticipate that pharmacies will call regarding lost prescriptions or missing information.
3. Upon receiving notice that the system is once again operational, all new prescriptions are to be manually re-entered back into the PATS ASAP.
  - a. Please use the **original date** of Rx when manually entered, not the date of computer entry.
4. Note to Prescribers: Please print legibly and clearly, especially if writing multiple Rx's as clerical staff will need to accurately re-enter this information into the system once our system is functional.
5. If you have any questions, please contact DMH Pharmacy Services at (213) 738-4725

## INSTRUCTIONS FOR PHARMACIES

1. Verifone system will only be functional for new prescriptions that were entered into the IS prior to the system going down and for refills.
2. **Patients will bring an original hard-copy Rx for new prescriptions.**
  - a. If a patient walks into your pharmacy during the downtime without an original prescription, you must either instruct the patient to return to clinic and pick up the original prescription or contact the clinic to fax you a copy. Clinics have been instructed to maintain a copy of the original prescription.

### PHARMACIES: IN ORDER TO PROPERLY PROCESS CLAIMS

1. **NEW PRESCRIPTIONS:**
  - a. ALL new prescriptions should be filed separately, with patient's Card numbers/MIS numbers documented.
  - b. When the system returns to operation, clinics will begin manually entering PATS Rx's.
  - c. At that time you may begin entering Card numbers into the Verifone system to retrieve prescriptions and mark them as filled.
    - i. Please **back date** to actual date of fill.
2. **REFILLS:**
  - a. Refills may be dispensed according to your own pharmacy records if available.
  - b. Refills may immediately be updated via the Verifone.
  - c. In the event you are unable to access the Verifone, please follow the steps d – g below:
  - d. When refills are dispensed to DMH patients, please document the following:
    - ii. Patient's first, last name, MIS# or card#
    - iii. Date of refill
    - iv. Drug name
  - e. For those pharmacies that do not have refill information on file, and do not have a hard copy of original yellow Rx's, you may contact any of the staff at DMH Headquarters (213) 738-4725 for refill information as needed.
  - f. **Update all refills using the actual date of the refill when the system is operational.**
  - g. **Please note that if refill records are not updated in a timely fashion, incorrect refill amounts or denial of refills will occur at the time of next visit.**
  - h. Please note that Patient Assistance Program (PAP) shipments and manual claims payments will be delayed due to the system shutdown.

WC:GK:tp

c: Roderick Shaner, M.D.